

Zoom – holding a dementia-friendly meeting

- Keep the meeting invite in a clear, easy to read format. Calendar invites can also be helpful if participants use outlook. Ask what they find helpful.
- Offer to send hardcopies of any meeting papers prior to the meeting. It can be tricky to view papers and be on Zoom at the same time.
- Offer to have a practice session prior to the meeting for new Zoom users.
- Send a reminder the day of the meeting with the meeting ID, password if required and any papers.
- Make sure any meeting papers are attached to the email, rather than in a link.
- Provide the details of who to contact if participants have any issues joining the meeting. Suggest participants have their mobile phone next to the screen on silent as another point of contact if needed.
- Ensure yourself and all participants have names on their screens. The meeting host can re-name participants if they are unable to, for example if someone is joining by phone.
- Allow time at the start of the meeting to settle in. Let people know of the expectations of the group online, this could include etiquette, meeting rules, and a brief overview of using Zoom.
- For group sessions it may be useful to set or share guidelines for the session.

- When speaking, speak clearly and avoid jargon or using acronyms. Our Let's Talk Brochure has good communication tips, you can access it here: <https://www.dementia.org.au/resources/lets-talk>
- Give people plenty of time to respond. Provide questions to specific people to ensure they have the space to respond.
- Keep meetings under 2 hours. Take a 5 minute break every 30 - 45 minutes or when needed.
- Plan extra time at the end of a meeting. For example 15 minutes to allow for questions and meeting closure. Try to keep meetings on time and be aware that Zoom meetings can be tiring.
- Expect that meetings may take much longer than anticipated because not everyone will be familiar with the technology. Be prepared to schedule an additional meeting if required rather than extend the time.
- Depending on the meeting, it may be appropriate to hold separate meetings for people living with dementia and carers. Some people living with dementia, may prefer to have a support person with them for the meeting.
- Using Zoom isn't for everyone, some people may prefer other ways of communicating or not have the equipment required. Check with the person living with dementia what their preference is.

These tip sheets were initiated by and developed with the Dementia Australia Advisory Committee.

We welcome any feedback or comments. To share your comments or feedback please email advocates@dementia.org.au.